

CHAPTER IV

CONCLUSION

Tugu Pahlawan is a monument that is still original and significant for all the people of Indonesia, especially for the people of Surabaya. The museum built to clarify the existence of Tugu Pahlawan, which is as symbol arek- arek Suroboyo (people of Surabaya) independence. Museum Sepuluh November has the tasks of collection, maintenance, preservation, presentation. Other tasks are researching collections, and providing educational and cultural guidance serving recreational, especially objects which have cultural and scientific value of a regional nature. The museum keep items are very valuable and everything is in well maintained condition.

The writer got many experiences and advantages while doing the internship in Tugu Pahlawan and Museum Sepuluh November. She knew and learned how to handle the visitors whether in group or individually with many different characteristics and backgrounds. She also learned how to assist some activities in the office, how to maintain the museum and how to serve in the museum. After doing the internship, the writer knows about all history of Tugu Pahlawan and Museum Sepuluh November.

On the first time being a tour guide, the writer was nervous because she never done guiding before. She thought this job was quite a challenging job because the writer felt guiding the visitors or the students it was not easy and difficult to handle. After practicing with some the visitors, the writer was easier to

understand and adapt to the characters the visitor. The writer tried to make guiding became interesting and enjoyable, but if she did not know about one of the histories inside the museum, the writer could get the information by asking the employees who know all of the history from the museum.

The writer could apply all of the knowledge, especially her skill of speaking English which she got from her college. She must be confident about her explanation to the audience in order to make them understand what the writer said. Some experiences which the writer got during the internship were not only in skill, but also a lot of knowledge about many different social aspects and cultures. The writer also learned about Surabaya city and its history. While doing the internship, the writer also learned how to work in group, communicate, and adapt to new circumstance.

A good quality of guiding depends on the tour guide who has good education, broad minded, able to attract people's attention, and good appearance. For most of people in the world, the role of a tour guide can take an important part in preserving the tourism places that exist and become evident to attract the visitors, especially the foreign visitors who are very interested in Indonesia tourism attracts.